In the specification:

Please amend the paragraph beginning on page 4, line 24, as follows:

Fig. 1 shows an illustrative agent resume table of skills for an illustrative task center. The task center performing the present invention on a computerized ~~server~~ <u>appliance</u> executing software code from a computer readable medium, as would be obvious to one of ordinary skill in the art. The task center might receive telephone calls, e-mail, World-Wide-Web (WWW) based inquiries or other types of tasks, including tasks not yet defined. For this example, it is assumed that four skills A, B, C and D are defined for the servicing of tasks. The skills required to service any given task might be obtained from a database accessed by a user identification, or obtained by prompting a caller with questions and collecting answers dialed from a telephone, or perhaps from a WWW form filled in by a user. The table of Fig. 1 lists each agent that possesses each skill. Nine agents identified as A1 through A9 are assumed. For this example the following agent skill mapping is assumed: